

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS -ATASCADERO
HEALTH INFORMATION MANAGEMENT DEPT.**

JOB CLASSIFICATION: STAFF SERVICES ANALYST (Subpoena Processing and Release of Patient Information)
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1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES -

Analyze incoming legal requests that demand the production of medical record documents (Court Order/Subpoena Duces Tecum). Assess the validity of requests and determine compliance with applicable State and Federal Laws (e.g., California Welfare & Institutions Code and the Health Insurance Portability and Accountability Act (HIPAA)). As indicated, research and resolve complex and/or questionable requests, which may involve communication with DSH-Legal Counsel. Analyze and process all other correspondence requests for release of protected health information. Direct timely clerical processes, including scanning, photocopying, affidavit preparation, packaging, and mailing of medical record documents.

35%

Subpoena Processing: **Analyze and determine the appropriate legal response to subpoenas, court orders, and requests with authorizations that call for the release of protected health information (PHI).** Maintain compliance with the Health Information Management Department (HIMD) policies and uphold and reinforce the security and confidentiality of PHI. Assure that services/procedures performed when responding to PHI requests conform to applicable statutes, laws, regulations and policies of the hospital. Make timely contact with the party issuing the Subpoena Duces Tecum (SDT) to acknowledge receipt and advise DSH-A's response. Prepare tracking documents, affidavits and declarations. Process requests from attorneys and/or their representative. Schedule, prioritize, and coordinate scanning/copying of records with the Office Assistant - Copy Clerk. Enter and monitor Accounting of Disclosure into the Access Database.

Communicate fluently in English in order to act as the liaison between HIMD, courts, and attorneys. Consult with and advise administrators or other interested parties on a wide variety of subject matter including legal processes, PHI, and statistical information. When releasing protected health information for purposes other than authorized by the patient, or for treatment, payment, or healthcare operations, and account for these disclosures by entering data into the hospital's HIPAA Accounting of Disclosures database.

- 35% Release of Information: **Analyze and determine the appropriate response to other requests for patient information including requests from Department of Justice, Board of Parole, Department of Social Security, Department of State Hospitals-Sacramento, former patients, family members and any other entity who needs to obtain copies of the medical record.** Assure that services/procedures performed when responding to PHI requests conform to applicable statutes, laws, regulations and policies of the hospital. Following HIMD procedures, process correspondence requests for release of medical record information, assuring that the request includes a valid signed authorization (HIPAA compliant) for release of protected health information.
- Review, track, and respond to incoming requests/authorization for release of protected health information. When possible, determine urgency of incoming requests (e.g., information needed for continuing care) and prioritize processing if needed. Prior to processing, assure that the core elements of a valid authorization to release health information are clearly met. When not met, communicate needs to the requestor. When releasing protected health information for purposes other than authorized by the patient, or for treatment, payment, or healthcare operations, and account for these disclosures by entering data into the hospital's HIPAA Accounting of Disclosures database.
- 20% Preparing records for copying: Enter data into the chart runner database for delivery of records, when applicable. **Ability to lift and carry 10 – 20 pounds and climb stairs in order to retrieve and re-file patient records from all File Room areas, including basement. Prepare records by reviewing and selecting designated documents that need to be copied. Quality control records prior to releasing for inspection and copying. Photocopy or scan records as necessary.**
- 5% Coverage and training: Provide back-up coverage for the AGPA-HIMD Operations as needed. Provide New Employee Orientation (NEO) and New Patient Orientation (NPO) as needed. Provide training as needed to hospital staff regarding completing a proper Authorization for Release of Information.
- 5% Process death records: Prepare death records for copying and distribution.

2. SUPERVISION RECEIVED

Health Information Management Director (Staff Services Manager I)

3. SUPERVISION EXERCISED

N/A

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Principles, practices, and trends of public and business administration, management, and supportive staff services such as personnel, and management analysis; and governmental functions and organization.

ABILITY TO:

Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work.

5. REQUIRED COMPETENCIES

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

CPR - N/A

AGE SPECIFIC - N/A

MANAGEMENT OF ASSAULTIVE BEHAVIOR – N/A

RESTRAINT/SECLUSION – N/A

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enable the employee to work effectively.

RELATIONSHIP SECURITY

Demonstrates professional interactions with patients and maintains therapeutic boundaries.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws and policies.

SITE SPECIFIC COMPETENCIES

Education and knowledge of applicable State and Federal Laws (e.g., California Welfare and Institutions Code and Health Insurance Portability and Accountability Act.). Ability to communicate technical knowledge. Research and resolve complex and/or questionable requests, which may involve communication with DSH-Legal Counsel. Act as liaison between hospital staff, headquarters staff, courts, and attorneys. .

Ability to serve as departmental consultant with Headquarters for numerous inquiries related to ADT Systems Branch, cost reporting system and external agencies. Knowledge of Joint Commission and licensure standards/requirements.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

Perform analytical work in one or more areas of a broad range of governmental and managerial problems. Perform work of average difficulty in a wide variety of consultative and analytical staff services assignments such as program evaluation and planning; systems development; planning, training, management, and personnel analysis; and do other related work. Education and knowledge on office equipment and office computers (personal and statewide ADT link), including training others on computer programs and designing HIMD computerized forms. Interpersonal skills. Telephone skills.

6. LICENSE OR CERTIFICATION - N/A

7. TRAINING - Training Category = 15

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS (FLSA)

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date

Reviewing Supervisor Signature

Print Name

Date